

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION INTO THE DISPOSITION)
OF CUSTOMER COMPLAINTS BY COLUMBIA)
GAS OF KENTUCKY IN ACCORDANCE WITH) CASE NO. 8671
807 KAR 5:006, SECTION 8)

O R D E R

The Commission, concerned with the number of complaints received from customers of Columbia Gas of Kentucky ("Columbia"), held a public meeting in Lexington, Kentucky, on November 3, 1982, to receive comments on Columbia's disposition of customers' complaints and to allow customers of Columbia to present specific complaints to Columbia personnel in a public forum.

Testimony at the meeting indicated that the majority of the complaints was related to the rapidly increasing cost of natural gas and to Columbia's policy of bimonthly meter reading. A few specific service complaints were raised to which Columbia responded in a general fashion during the meeting with more detailed answers provided to the complaintants and to the Commission on November 24, 1982. Columbia responded satisfactorily to questions presented during the meeting and to the specific complaints which required a review by Columbia after the meeting.

The increasing cost of natural gas, though disagreeable, is not subject to factors substantially under the control of Columbia


as was discussed at length in a recent Columbia purchased gas adjustment hearing in Frankfort. The policy of bimonthly meter reading was explained by Columbia personnel, and the Commission is presently of the opinion that Columbia is correcting perceived problems created by the policy and that the cost benefits of the policy outweigh the problems created by it. The Commission will continue to monitor Columbia's implementation of this policy. The Commission is also of the opinion that Columbia has demonstrated that it is in substantial compliance with the regulation governing the disposition of complaints (807 KAR 5:006, Section 8). No evidence was presented at the hearing to indicate otherwise.

Accordingly, the Commission, having considered the matter and being advised, is of the opinion and finds that this case should be dismissed. In making this finding, the Commission wishes to advise Columbia that, if a disproportionate number of complaints continue to be lodged by Columbia's customers, the Commission may renew its investigation into Columbia's disposition of complaints.

IT IS THEREFORE ORDERED that this case be and it hereby is dismissed.

Done at Frankfort, Kentucky, this 17th day of January, 1983.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Secretary